

## S1. Check 1 – Wellness Check

Objective	To ensure the wellbeing of all students who submit change enrolment requests and to connect affected students with the right support services in parallel with processing their requests.
What are the first steps	<ol style="list-style-type: none"> <li>1. Read the Students Change enrolment request notes detail</li> <li>2. Refer to the Student Success Wellness Check reference guide</li> <li>3. Identify any risk words or scenarios that are listed.</li> </ol>
What to do next	<b>Student is not at risk</b>
	<ol style="list-style-type: none"> <li>1. If a student is identified as no risks or concerns proceed with next steps in processing the change enrolment request as per directed</li> </ol>
	<b>Student has used wellness risk language</b> <ol style="list-style-type: none"> <li>1. Identify whether the student is International or Domestic <ol style="list-style-type: none"> <li>a. If <b>International</b> Assign to Step Two</li> <li>b. If <b>Domestic</b> assign and report to the Line Manager who will escalate and assign a call back date for follow up</li> </ol> </li> <li>2. Line Manager to confirm ability to progress change enrolment request</li> </ol>
Policy Link Information	<a href="#">International Code of Practice</a> <a href="#">Health and Safety</a>
Who can you escalate to?	International Student Support Advisor Operations Manager - Concentrix
Work Instructions	